



COUNTY OF LOS ANGELES
CHIEF INFORMATION OFFICE

500 WEST TEMPLE STREET
493 HALL OF ADMINISTRATION
LOS ANGELES, CALIFORNIA 90012

JON W. FULLINWIDER
CHIEF INFORMATION OFFICER

TELEPHONE: (213) 974-2008
FACSIMILE: (213) 633-4733

June 3, 2003

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS TO SUPPORT AN
INFORMATION TECHNOLOGY PROJECT PROPOSED BY THE
CHIEF ADMINISTRATIVE OFFICE/SERVICES INTEGRATION BRANCH
(3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

- (1) Approve and authorize the use of \$300,000 from the Information Technology Fund (ITF) to support implementation of the Los Angeles Service Identification and Referral (LASIR) System proposed by the Chief Administrative Office/Services Integration Branch.

PURPOSE OF RECOMMENDED ACTION

In their April 14, 2003 meeting, the ITF Executive Committee recommended support of the Los Angeles Service Identification and Referral (LASIR) System proposed by the Chief Administrative Office/Services Integration Branch (CAO/SIB). Your Board's approval of the recommended action will provide funding in the amount of \$300,000 to implement this project.

Implementation of Strategic Plan Goals

The ITF project proposal supports the County's Strategic Plan Goals for:

County Strategic Plan Goal
Goal 1: Customer Service
Goal 3: Organizational Effectiveness
Goal 5: Children's and Families' Well-Being

JUSTIFICATION

In their regularly scheduled meeting held April 14, 2003, the ITF Executive Committee recommended Board approval of the CAO/SIB's technology project.

In October 2002, the New Directions Task Force approved the implementation of the LASIR initiative recommended by the Data/Information Sharing Workgroup. The Data/Information Sharing Workgroup was one of six (6) workgroups formed to implement the Services Integration Action Plan. It was established to develop "an integrated approach to sharing information between agencies, departments, and community partners to enable families to access a much broader range of services while minimizing the burden of interacting with multiple providers".

LASIR will be an integrated service delivery application that enhances access to information on health and human service programs. Presently, individuals with the greatest need of services provided by the County and non-profit health and human services organizations are often not aware of the range of programs for which they may be eligible to apply. In addition, internal and external organizations may be limited in the amount of information they can supply on such County and non-county programs. To increase their access to such information, Los Angeles County residents, County staff, public/private organizations, community and faith-based organizations, will be able to access LASIR, via the County's Internet Web Portal, to obtain or provide the required information.

The total cost to implement this project is \$600,000. The ITF funding request is \$300,000; the CAO/Services Integration Branch will fund the remaining \$300,000.

FISCAL IMPACT/FINANCING

Upon approval by your Board, \$300,000 will be awarded from the ITF to support the above-recommended projects. Maintenance of LASIR will be funded through the Chief Administrative Office's Service Integration Branch.

There is no other fiscal impact.

FACTS AND PROVISIONAL/LEGAL REQUIREMENT

There are no legal requirements.

IMPACT OF CURRENT SERVICES

The County's LASIR project is a customized system based on the State of Texas' Assistance and Referral System (STARS). The STARS system is an Internet-enabled system that allows residents of Texas to self-screen for potential eligibility for programs provided by the State of Texas' Department of Health and Human Services.

The LASIR system will assist residents in identifying programs and services that are available to them by answering a series of questions concerning the resident's unique circumstances. Phase I of the project includes the implementation and customization of STARS to include 35-40 commonly needed health and human programs provided by the County of Los Angeles. Phase II expands the database to include additional agencies, implement GIS-based mapping capabilities and driving directions for constituents to locate facilities where services may be obtained, multi-language capabilities, and viewable/printable forms for the user to download and take with them to their appointments.

LASIR provides greater access to County resources and information, and improves the service delivery to children and families in need of health human service information. The LASIR technical solution will provide the following benefits:

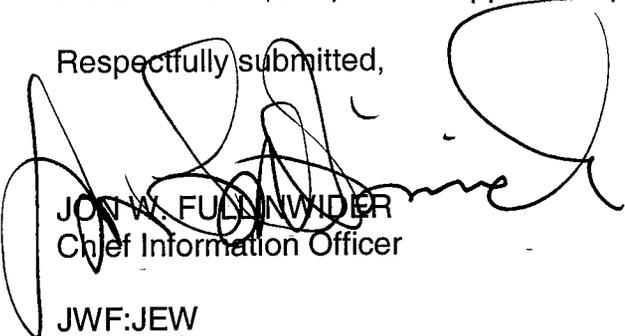
- Enhance the County's ability to provide quality information.
- Provide individuals with the ability to search for possible programs and services which will save time associated with searching multiple agency Web sites, making telephone calls to County offices, taking numerous trips to County offices, and obtaining often outdated hard-copy publications.
- Increase resident satisfaction by providing immediate access to information on health and human services.
- Streamline the application preparedness/client-intake process by providing residents with the information they should bring with them when applying for services.

The Honorable Board of Supervisors
June 3, 2003
Page 4

CONCLUSION

Your Board's approval of the recommended actions will authorize the use of ITF funds in the amount of \$300,000 to support this project.

Respectfully submitted,



JON W. FULLINWIDER
Chief Information Officer

JWF:JEW
YD:ygd

Attachment

c: David Janssen, Chief Administrative Officer
Alisa Drakodaidis, Chief Administrative Office/Services Integration Branch
Chiu Lee, CAO Budget Analyst
Chair, Information Systems Commission

P:\Drafts\ITFproj_brd CAO-SIB(final).doc